Using Your ShoreTel 530/560 IP Phone

ShoreTel

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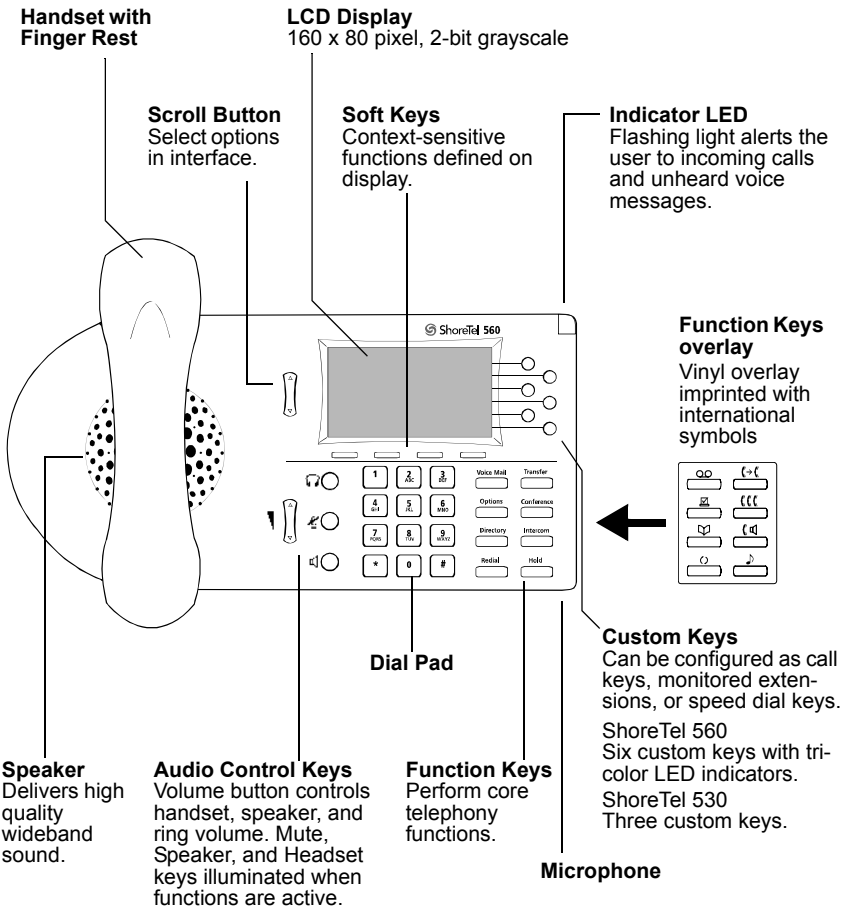
GETTING STARTED

Welcome to your ShoreTel™ IP phone! Your phone has many unique features, including an intuitive visual interface, custom keys, quick dialer directory, call handling modes for when you do not want to be disturbed, intercom, conferencing up to six lines, and much more.


Handset with Finger Rest
LCD Display
160 x 80 pixel, 2-bit grayscale
Scroll Button
Select options in interface.
Soft Keys
Context-sensitive functions defined on display.
Indicator LED
Flashing light alerts the user to incoming calls and unheard voice messages.
Function Keys overlay
Vinyl overlay imprinted with international symbols
Custom Keys
Can be configured as call keys, monitored extensions, or speed dial keys.
ShoreTel 560
Six custom keys with tri-color LED indicators.
ShoreTel 530
Three custom keys.
Dial Pad
Speaker
Delivers high quality wideband sound.
Audio Control Keys
Volume button controls handset, speaker, and ring volume. Mute, Speaker, and Headset keys illuminated when functions are active.
Function Keys
Perform core telephony functions.
Microphone

Logging In

If you are using your phone for the first time, the phone's display will most likely read "Available," which means you can place calls but not receive them.

You need to log in and assign this phone as your permanent extension. To log in:

Step 1 Press Voice Mail.

Step 2 Dial the extension number assigned to you.

Step 3 If your administrator assigned you a password, enter it now (otherwise enter a default password of 1234), and press #.

Step 4 Enter a new 4-26 digit password (as permitted in ShoreWare® Director's System Parameters page) followed by #. Repeat to confirm password.

Step 5 Speak your name and press #, then press one of the following options:

- # Accept
- 1 Review
- 2 Rerecord
- 3 Delete
- * Cancel

Step 6 Press 7 for voice mail options.

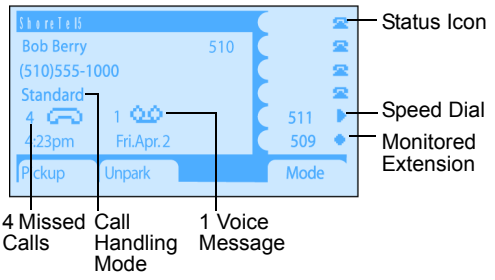
Step 7 Press 3 to re-assign the extension, then press 1.

You are now logged in. Your phone can receive calls, and you can check for new messages.You can log in to any ShoreTel IP phone on your network to change your extension assignment to that phone (see page 21).

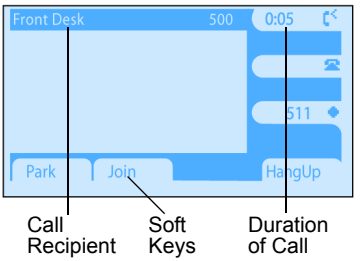
Your Phone's Display

Your ShoreTel IP phone's display shows information about name and extension, call handling mode, call lines, monitored extensions, calls, duration of call, voice messages, date and time, soft key functions, and your phone's operating status.

ShoreTel 560 Interface



Outgoing call: ShoreTel 530



Guide to Status Icons

Main Display

- Unheard Voice Messages
- Missed Calls
- Logged Into Workgroup
- Logged Into Workgroup In Wrap-Up
- Logged Out of Workgroup

Custom Keys - Call

- On Hook
- Off Hook
- Inactive / Do Not Disturb
- Incoming Call (Animated)
- On a Call
- On a Conference Call
- Call On Hold / Parked
- Remote Hold

Custom Keys - Monitored Extension

- Idle
- Inactive / Do Not Disturb
- Unheard Voice Messages
- Do Not Disturb / Unheard Messages
- Incoming Call (Animated)
- On a Call
- Incoming Call and On a Call
- On a Conference Call
- Call On Hold / Parked

Custom Keys - Speed Dial

- Speed Dial Extension

PHONE OPERATION

About Your Custom Keys

Your custom keys can be configured based on the way you use your phone.

Call - The default function of a custom key is a call key, which shows the status of any incoming or outgoing calls from extensions you are not monitoring. At least one key on your phone must be configured this way, but your administrator can set a higher minimum in Director's User's Personal Options page. The label for this kind of key is blank except for the icon that corresponds to the current status of that call line (see page 7 for full list of icons). Press the key to:

- Activate the speakerphone when the phone is idle; the custom key on a ShoreTel 560 lights steady green to indicate an active call.
- Put the caller on hold when you are on a call (you can't accidentally hang up on a call); the key on a ShoreTel 560 blinks green.

The key on a ShoreTel 560 blinks orange when a call is coming in.

Monitored Extension - Your administrator may have configured some keys to let you monitor other extensions in Director's User's Personal Options page. A monitored extension shows the extension number or name in the label area along with the current status of the extension. For more information, see “The Basics of Extension Monitoring” on page 16.

Speed Dial - Your administrator may have configured some keys to act as speed dials, or may have given you permission to do so (by freeing one or more custom keys in Director's User's Personal Options page). The number of the speed dial is located next to the speed dial icon in the label area. Press this key once to dial the extension.

Speed dial keys also provide a shortcut for such functions as transfer, conference, park, and intercom. See those sections in this book for more information.

For more information on speed dialing, including configuring custom keys and numbers on the keypad as speed dials, see “Speed Dialing” on page 11.

Placing Calls Off and On Hook

To place an internal call, pick up the handset, or press or , or press a call key and dial the extension. If the phone is on hook, you can also just dial the extension on the keypad and press the **Dial** soft key.

To place an external call, dial the trunk access code, then the phone number.

If you have a monitored extension or a speed dial configured, you can also press that custom key to dial the corresponding phone number.

The call is displayed next to the first available call key, and on the ShoreTel 560, the key is lit green. If you dialed on hook, you'll also see displayed the number of calls that are on the recipient's phone (extensions only), and you'll see if his or her phone is in Do Not Disturb mode (indicated by "DND").

To end a call, hang up the handset, or press or , or press the **HangUp** soft key.

Using the Speakerphone or a Headset

You can interact with calls handsfree by using a headset or the speakerphone.

- To use a headset, plug the headset into the headset jack on the side of the phone, then press . The LED in the button lights green. To return to handset mode, press again.
- To use the speakerphone, press . The LED in the button lights green. You can also initiate speakerphone mode by pressing the numbers on the keypad when you are not engaged in a a call. To return to handset mode, press again.

If you know you will only use a speakerphone, handsfree mode makes operation smoothest by eliminating the internal dial tone when the handset is off hook. To enable handsfree mode:

Step 1 Press

.

Step 2 Enter your password, then press the **OK** soft key.

Step 3 Press ▲ and ▼ on the Scroll button next to the display to scroll until the Hands Free option is selected.

Step 4 Press the **Edit** soft key.

Step 5 Use the Scroll button to select **Enable Hands Free**, then press the **OK** soft key.

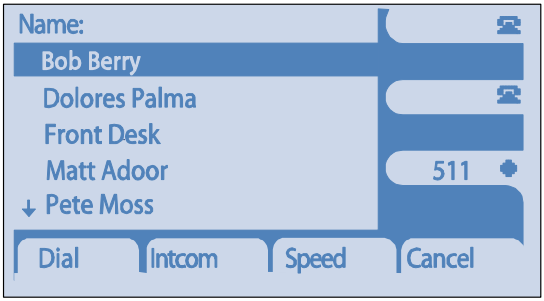
Step 6 Press the **Done** soft key.

Step 7 Press either or so you can place and receive calls without having to press either of these buttons first.

You can also enable handsfree mode from Personal Call Manager or ShoreWare Web Access.

Using the Directory

You can use the Directory to find phone numbers on your network by pressing Directory, then:



- Press the keys that correspond with the first few letters of the extension's owner's first or last name to have the Directory narrow the number of entries for you. Press # for a space in a person's name and press * for any character. If you press an incorrect key, press the **Back** soft key to delete the character.
- Press ▲ and ▼ on the Scroll button next to the display to select the desired name. Press the **Dial** soft key to dial the number, or choose the desired number and press the **OK** soft key.

You can also use the Directory to make an Intercom call by pressing the **Intcom** soft key on this screen, or when using Intercom on its own, and also when using transfer, park, unpark, and conference. See those sections in this guide for more information.

The Directory also lists any keypad speed dials you have configured in Personal Call Manager or ShoreWare Web Access when you press **Speed**.To dial a number from this screen, press and hold the corresponding number on the keypad, or use the Scroll button to select an entry, then press the **Dial** soft key.

Speed Dialing

Speed dial allows you to dial an extension with one touch. There are two possible ways to use the speed dial feature:

- Assign a speed dial entry to a custom key on your phone (assuming there are enough free custom keys)
- Assign a speed dial entry to any number on your keypad. Note that this must be performed with Personal Call Manager or via the web client.

To speed dial the configured number, do one of the following:

- Press and hold the speed dial digit on the keypad for 1 1/2 seconds

  or

- Press the custom key for the speed dial entry (indicated by the icon in the label area).

The display updates as the phone places the call.

To configure a speed dial entry to a custom key from your phone:

Step 1 Press Options.

Step 2 Enter your password and press the **OK** soft key.

Step 3 Use the Scroll button to select Custom Keys (This option is only available if you have enough free call keys according to your administrator's settings.)

Step 4 Press the **Edit** soft key.

Step 5 Press the **More** soft key. One speed dial custom key is added to your phone. Press **More** or **Less** to add or subtract keys.

Step 6 Select the speed dial entry you just created using the Scroll button, or by pressing the corresponding entry number.

Step 7 Press the **Edit** soft key.

Step 8 Enter the phone number on the keypad.

Step 9 Press the **Done** soft key.

Use Personal Call Manager or Web Access if you want to label the speed dial custom key differently.

Making a Conference Call

To conference an extension (or an external party) into a connected call:

Step 1 Press

to put the call on hold.

Step 2 A the prompt, dial the third party's extension, or press the extension's custom key, or use the Directory to find the right party.

Step 3 Press the **Confrn** soft key to ring the party directly.

or

Dial the number and press the **Conslt** soft key to speak with the recipient before ringing him or her into the conference call. After consultation, press the **Yes** soft key to initiate the conference call, or press the **Cancel** soft key to return to the original two-party call.

Step 4 Repeat to add additional parties.

With the appropriate permissions (set by your administrator in Director's Switches page and Telephony Class of Service), you can conference up to six parties into a single call.

After a conference is established, you can use the **Show** soft key to display all conferenced parties. If you wish to disconnect a party, scroll to the party's entry and press the **Drop** soft key.

Using the Intercom

The Intercom function allows you to connect with another party handsfree and without ringing the party through a call line. Both you and the recipient must be using a ShoreTel IP phone and have permission to use this feature (set by your administrator in Director's Telephony Class of Service). To intercom another party:

Step 1 Press

.

Step 2 Dial the party's extension, or press the extension's custom key, or use the Directory to find the right party.

Step 3 Press the **Intcom** soft key.

Step 4 To end the call, press the **HangUp** soft key.

or

You can dial the recipient's number on the keypad, then press the **Intcom** soft key; press the **HangUp** soft key to hang up.

NOTE An intercom call overrides all other call handling modes on the dialed extension.

Redialing and Checking Missed Calls

You can use the Redial function to dial not only the last number you called, but the last several calls you made and received, including those you missed (denoted by the icon). The date and time information appears directly above the soft keys for the selected call. To redial a call:

Step 1 Press

. Press it again to dial the last number you called.

or

Use the Scroll button to select the number you want to call, then press the **Dial** soft key. (You can also press the Intcom soft key to intercom the recipient.)

Leaving a Message and Message Options

When the recipient of your call does not answer and has not opted to automatically forward calls, you may leave a message when prompted and hang up, or use one of the following options while listening to the mailbox greeting:

Bypass greeting and leave a message, then hang up to send it.

0 Transfer to assistant.

1 Forward to recipient's FindMe destination (an optional temporary number where all calls can be forwarded) — if enabled; otherwise you will be prompted to record a message.

9 Transfer to auto-attendant.

After message recording, select from one of the following options:

Message Options, then:

- # Send message
- * Cancel
- 1 Review
- 2 Rerecord
- 3 Mark / unmark urgent
- 9 Transfer to auto-attendant

0 Transfer to assistant

* Rerecord

0 Send message, transfer to assistant

1 Send message, forward to recipient's FindMe destination, if enabled

9 Send message, transfer to auto-attendant

NOTE Hanging up sends the message.

Paging

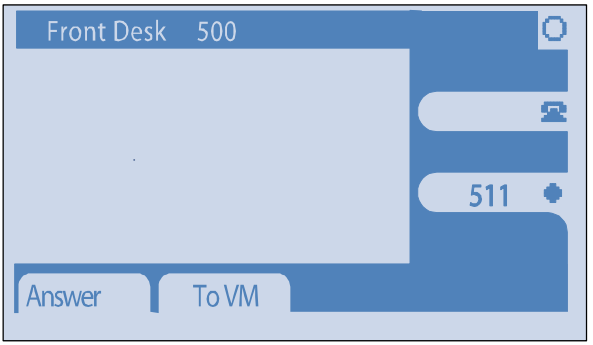
If your phone and other phones at your site are configured for paging, you can speak a message that will be heard on a connected speaker, usually overhead.

If you have access to the paging function (set by your administrator in Director's Telephony Class of Service), dial the number given to you by your administrator and wait for the confirmation tone, then begin speaking. Hang up when you are finished.

If you hear an error tone when you try to page, paging may not be configured at your site or you may not have the necessary permissions. Contact your administrator.

Answering Calls

Ring tones and the flashing red LED light in the top right corner of your phone identify an incoming call on your line. Two closely repeating rings signal an internal call; one ring signals an external call. On ShoreTel 560 phones, the call key also blinks orange.



The caller's name and number appear on your display. (The caller's name may be abbreviated to fit on one line.)

To answer the call, lift the handset, or you can press the **Answer** soft key. You can also press or . Regardless of how you answer a call, you can't accidentally hang up a call that is on hold.

Sending a Call to Voice Mail

When an incoming call arrives, a **To VM** soft key becomes available. Press the **To VM** soft key to send the caller directly to your voice mailbox.

Diverting a Call

You can send an incoming call to another extension, to another extension's voice mail, or to an outside number without answering it.

Step 1 Press .

Step 2 Dial the number, or press the extension's custom key, or use the Directory to find the right party.

Step 3 Press the **Transf** soft key to complete the transfer to an extension.

or

Press **More** if you want to send the call to a party's voice mail, then press the **To VM** soft key.

Selecting a Ring Tone

You can choose between four distinctive ring tones to help you distinguish your phone from neighboring phones.

Step 1 Press , then enter your password, then press the **OK** soft key.

Step 2 Scroll to select the **Change Ring** option.

Step 3 Press the **Edit** soft key.

Step 4 Use the Scroll button to select the ring you want to hear, then press the **Ring** soft key.

Step 5 Press the **OK** soft key when you've chosen the ring you want, then press the **Done** soft key.

Adjusting the Ring and Listening Volume

Pressing ▲ and ▼ on the Volume button adjusts:

- The volume of your phone's ring while the handset is on hook, and the speakerphone and headset are off.
- The listening volume while the handset is off hook, or the speakerphone or headset are on.

Answering Call Waiting

If you receive an incoming call while you are on another line, you'll hear a beep on the call. (You'll hear a higher pitched beep when a monitored extension has an incoming call; see "The Basics of Extension Monitoring" on page 16.)

To answer the incoming call and put the current call on hold, press the **Answer** soft key or the call key for the incoming call. If there are multiple incoming calls, an arrow appears on the left of the display. You can use the Scroll button to find and select the call you want to answer.

With the appropriate permissions, you can receive up to 16 incoming calls at once. (The maximum number is set by your administrator in Director's User's Personal Options page, and optionally decreased by you in Personal Call Manager or Web Access.)

Picking Up the Night Bell

A night bell, when activated by your administrator, allows callers to place a call that will ring on an overhead speaker. This feature can be convenient for off-hours when a caller needs to speak with anyone at a site.

If you have access to the night bell function (set by your administrator in Director's Telephony Class of Service), dial * 1 4 to pick up the call at your site.

If you hear an error tone when you try to pick up the night bell, the night bell may not be configured at your site, or you may not have the necessary permissions. Contact your administrator.

The Basics of Extension Monitoring

A monitored extension custom key, set by your administrator, helps you manage incoming calls for that extension. It also provides a speed dial shortcut to that extension, and for such functions as transfer, conference, park, and intercom. Additionally, you can see when the monitored extension has unheard messages by the icon.

Both the ShoreTel 530 and ShoreTel 560 phones display icons in the monitored extension's label area to help you determine the operational status of your monitored extension. See page 7 for a guide to these icons.

LED Color Guide for ShoreTel 560 Custom Keys

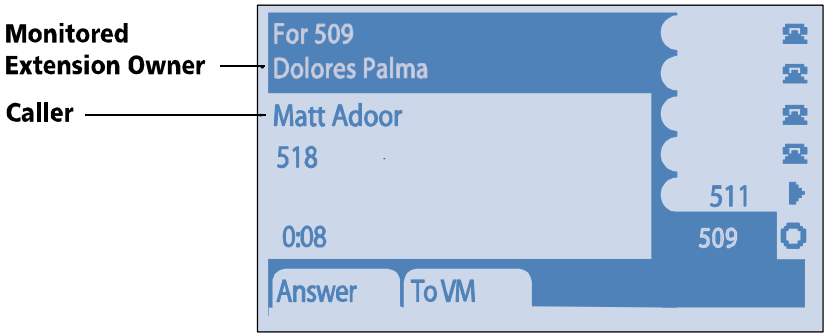
Your ShoreTel 560 phone also provides color cues to help you determine the operational status as follows:

- **Steady Green** - in use by you
- **Blinking Green** - on hold or call parked
- **Steady Red** - in use by owner
- **Blinking Red** - incoming call, owner on a call
- **Steady Orange** - extension's call handling set to Do Not Disturb mode
- **Blinking Orange** - incoming call

Answering a Monitored Extension's Call

In addition to the visual cues the monitored extension's icons and custom key LED provide, you'll also hear a different ring when a call comes in, and if you're on a call, you'll hear a higher pitched call waiting tone. If you don't want to be disturbed by the ringing, you can define and set a call handling mode to suppress ringing without forwarding your calls (using the Custom option). See “Changing Call Handling Mode and Forwarding” on page 20 for more information.

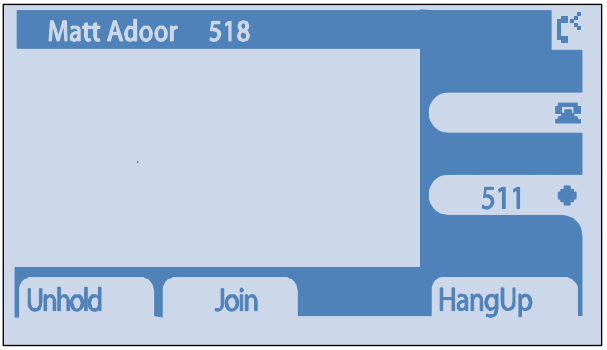
An incoming call for a monitored extension appears on your phone like this:



You can pick up the call while it is ringing by pressing the **Answer** soft key, or you can send it to the monitored extension's voice mail by pressing **To VM**. You can also answer a call after the owner of the monitored extension has put it on hold by pressing the **Pickup** soft key.

When you put a call that has come in to the monitored extension on hold, the call is parked on the owner's phone, so that either of you may pick up the call again.

If your phone is being monitored, the call appears on your phone as if you had put it on hold yourself, as follows:



The call will stay on the owner's phone for the length of time specified by the system administrator for Park Timeout before ringing back to your phone. (The administrator can change this default timeout in Director's Call Control Options page.)

Interacting with Calls

Muting a Call

To mute the phone so the caller doesn't hear you, press . The LED in the Mute button lights red.

Placing a Call On or Off Hold

To place a call on hold, press Hold, or press the call's custom key, if available. On the ShoreTel 560 phone, the custom key blinks green. To take the call off hold, press the **Unhold** soft key or press the custom key again.

If you are not on another call while a call is on hold, you will hear a reminder ring in 15 seconds and at one-minute intervals after that. If you've received more calls than available call lines can show, your calls are only visible in Personal Call Manager. However, when you receive a reminder ring, it is for the call that has been on hold the longest, and when you answer the call, it will appear on your display normally.

Transferring a Call

To transfer a call from your extension to another number, press Transfer. At the prompt, dial the number (or press the extension's custom key, or use the Directory to find the party), then do one of the following:

- Complete a blind transfer by:
  - Pressing the **Transf** soft key.

  or

  - Pressing the **More** soft key, then pressing **To MB** to send the call to the recipient's voice mailbox.
- Consult with the recipient first in one of two ways:
  - Press the **Conslt** soft key to speak to the recipient before transferring. (Your original call is placed on hold.) After consultation, press the Yes soft key to complete the transfer, or press the Cancel soft key to abandon the transfer and return to the original call.

  or

  - Press the **More** soft key, then press **Intcom** to consult by intercom.

Joining Calls

If you answer additional calls during an active call, your first call is placed on hold, and the **Join** soft key becomes available. Press the **Join** soft key to establish a three-way call. With the appropriate permissions (set by your administrator in Director's Switches page and Telephony Class of Service), you can repeat these steps to create up to a six-way call.

Parking and Unparking Calls

With the appropriate permissions (set by your administrator in Director's Telephony Class of Service), you can park a connected call on another extension by doing the following:

Step 1 Press the **Park** soft key.

Step 2 Dial the extension, press its custom key, or use the Directory to find the party.

Step 3 Press the **Park** soft key again. To unpark the call, press **Unpark**, repeat step 2, and press **Unpark** again.

Silently Monitoring / Barging In

With the appropriate permissions (set in Director's Telephony Class of Service for both your phone and the target phone), you can listen to a call without being heard, or join a call as a fully conferenced participant ("barge in").

- To silently monitor a call, dial * 1 7, then the extension on which the call is active.
- To barge in on a call, dial * 1 6, then the extension on which the call is active.

Changing Call Handling Mode and Forwarding

NOTE Use Personal Call Manager or Web Access software to configure call handling modes with different call forwarding destinations and personal greetings.

You can set one of five distinct call handling modes for your extension, including four preset "Do Not Disturb" options (similar to a Night Key on some systems) that forward incoming calls to another number or to voice mail. On ShoreTel 560 phones, all keys with LEDs light orange when call forwarding is enabled. When you record a personal greeting, it is linked to the active call handling mode.

By default, your phone is set to Standard mode, which allows you to answer all incoming calls.

To select a different mode:

Step 1 Press the **Mode** soft key.

NOTE Your ShoreTel phone provides one-touch toggling of the In a Meeting and Standard modes. You only need to press the **Mode** soft key to toggle between these modes and can skip step 2.

Step 2 Use the Scroll button to select the mode you want, then press the **OK** soft key.

Mode options include Standard, In a Meeting, Out of Office, Extended Absence, and Custom.

You can also select the active mode using Options.

Changing Extension Assignment

With the appropriate permissions (set by your administrator in Director's Telephony Class of Service), you can assign your extension to any system phone. The permanent user's calls will go to the destination defined in Personal Call Manager or Web Access when there is no answer.

Step 1 Log in to voice mail from the target phone.

Step 2 At the Main Menu prompt, press 7.

Step 3 Press 3 to re-assign the extension.

- Press 1 to assign the extension.

If your administrator has set your Home Port to be any available IP phone, then this extension has become yours permanently. Otherwise, this is a temporary assignment and the phone connected to your Home Port shows "Anonymous," meaning another user may use it for outbound calls, or can log in to receive calls there — until you log out of your current phone.

- Press 2 to unassign the extension. (The phone reverts to the extension originally assigned to it. You can also use Personal Call Manager or Web Access to unassign an extension.)

Logging In and Out of Workgroups

If you are an agent or supervisor in a workgroup, you can log in or out by pressing Options, then:

- Use the Scroll button to select "Agent State."
- Scroll to select the appropriate option based on whether you want to log in, log out, or wrap up.

Toggling the Hunt Group Status

With the appropriate permissions, you can toggle the hunt group status from busy to not busy (or vice versa) by dialing * 1 8. This feature is especially useful when hunt group members are in a meeting or leave work early.

Adjusting the Display Contrast

To adjust the contrast of your display, press and hold ◯ while repeatedly pressing ▲ and ▼ on the Scroll button to add more or less contrast.

VOICE MAIL

A steadily flashing light on your phone's corner LED and stutter dial tone signifies that you have unheard messages. Next to the icon on your phone is the number of unheard messages you have.

Logging Into the Main Menu

To log in to the main voice mail menu, press Voice Mail, then dial your password followed by #. (Your default password is 1234.)

Logging In from Another Extension

To log in to the main voice mail menu from another extension, press # #, then your extension, followed by your password, and then #.

Logging In from an External Phone

To log in to the main voice mail menu from an external phone, dial the voice mail access number provided by your system administrator, press #, then your extension, then your password followed by #.

1 Listening to and Interacting with New Messages

From the Main Menu, you can listen to new messages by pressing 1. To interact with new messages, press one of the following:

- 1 Replay the message
- 2 Save the message
- 3 Delete the message
- 4 Forward the message

After recording the prefacing remark, press:

- # If correct
- 1 Review
- 2 Rerecord
- * Cancel recording

After addressing the message, press 1 to mark it urgent.

- 5 Reply to the message

Choose one of the following options:

- 1 Reply with a voice message

2 Reply with a call back

* Return to the previous menu

6 Hear the envelope information (time and date sent, user's name recording)

7 Move back

While listening to a message, you may "rewind" to several seconds earlier in the message.

8 Pause

9 Move forward

While listening to a message, you may "fast forward" to several seconds later in the message.

Continue to next message

2 Sending Messages from Voice Mail

From the Main Menu, you can send messages by pressing 2 . The following options are available while recording your message:

* Cancel

Done recording

1 Review

2 Rerecord

After you are satisfied with your recording, you will be prompted to enter the recipient's extension. At this time, you have the option to press:

0 Additional addressing options

1 Look up recipient by name in a directory

2 Specify a personal distribution list

3 Broadcast to all extensions

* Cancel addressing options

After the message is addressed, if desired, you can press:

1 Mark / unmark urgent

2 Request return receipt

3 Listening to Saved Messages

From the Main Menu, you can listen to saved messages by pressing 3 . To interact with saved messages, press any one of the options under "Listening to and Interacting with New Messages" on page 23 (except for option 2).

7 Mailbox Options

Press 7 to access various options for your personal mailbox, then press one of the following:

1 Record personal greeting

NOTE When you record a personal greeting, it is linked to the active call handling mode.

Record your personal greeting for the currently active mode at the tone and press # , then select from the following options:

- # Accept
- 1 Review
- 2 Rerecord
- 3 Delete
- * Cancel

2 Choose call handling mode

For more information on call handling, see "Changing Call Handling Mode and Forwarding" on page 20. The following modes and options are available:

- 1 Standard
- 2 In a Meeting
- 3 Out of the Office
- 4 Extended Absence
- 5 Custom
- * Cancel

3 Reassign extension

If you have the proper permission, you can assign your extension to any system phone. The following options are available:

- 1 Assign the extension
- 2 Unassign the extension (The phone reverts to the extension originally assigned to it.)

4 Set your password

Enter your new password, followed by # and repeat to confirm. Press * To cancel.

5 Disable or enable envelope information

Use this option to enable recipients of your messages to hear the date and time of your message's delivery as well as your name.

6 Record your name

Press # when you are finished recording your name, then choose from the following options:

- # Accept
- 1 Review
- 2 Rerecord
- 3 Delete and use default system recording
- * Cancel

7 Listen to your deleted messages

As a safeguard against accidental erasures, the system retains deleted messages for a few hours. To listen to your deleted messages, press 7 . Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages. Press 2 to restore the deleted message to a saved message.

8 Remove deleted messages

The following options are available:

- 1 Confirm
- * Cancel

9 Additional options

The following additional options are available:

- 1 Enable or disable Outlook automated call handling
- 2 Change e-mail delivery options
  - 1 Disable e-mail delivery
  - 2 Enable e-mail delivery

3 Enable e-mail delivery with voice message attached

4 Mark voice mail heard after e-mail delivery

3 Change agent state

1 Log in and assign extension

2 Log out

3 Log in without assigning extension

5 Change FindMe forwarding state

Your FindMe forwarding destination is a temporary number where all calls are forwarded when enabled. Set this destination in Personal Call Manager or Web Access.

1 Enable

2 Disable

* Previous menu

8 Log Off

9 Return to Auto-Attendant

Hear Mailbox Status

Select this option to hear the number of unheard messages.

TROUBLESHOOTING

Problem: You hear a periodic alert ring, but can't find any calls on your display.

Solution: Your call stack is overflowing. Answer the ring and the first call will appear normally on your phone. You can also use Personal Call Manager software to manage the call stack overflow.

Problem: Your system is notifying your callers that your mailbox has exceeded its limit and is unable to accept new messages.

Solution: The voice mail system includes recently deleted messages still resident in the mailbox in the total count. If your mailbox is full, first purge any backlog of deleted messages:

Step 1 At the Main Menu prompt, press 7.

Step 2 Press 8 to remove deleted messages.

Step 3 Press 1 to confirm deletion.

Problem: No one can hear you when you talk on the speakerphone.

Solution: Check for debris in front of the microphone.

Problem: Your display reads "No Service."

Solution: Your phone is temporarily inoperable. Contact your administrator.

Problem: Your display is blank.

Solution: You have no power. Contact your administrator.

Problem: Your display reads "Display Server Unavailable."

Solution: Your phone has temporarily lost connectivity with the ShoreWare server. The custom keys are inoperable, as are Options, Directory, Intercom, and Redial. The transfer, conference, and hold features work differently:

- To transfer a call, press Transfer, dial the extension or outside number, then hang up; or to cancel the transfer and take the call off hold, press Transfer again.

- To place a call on or off hold, press Hold.

NOTE If you have several calls on hold, press Hold twice and repeat as necessary to make the next call in the stack active and find the call you want.

- To place a conference call, press Conference, dial the extension of the party you would like to conference and consult with the recipient, then press Conference again. Pressing Conference a third time drops the last party. If you have the appropriate permissions and want to add additional parties, use PCM or Web Access.

Viewing Phone Information

To view information about your phone, such as IP address, subnet mask, version, and MAC address, follow these steps:

Step 1 With the phone on hook, press .

The LED should not light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

Step 2 Dial the digits on the keypad that correspond with I-N-F-O, then press #.

Rebooting Your Phone

To reboot your phone, follow these steps:

Step 1 With the phone on hook, press .

The LED should not light and you shouldn't hear any tones; if this isn't the case, lift and replace the handset.

Step 2 Dial the digits on the keypad that correspond with R-E-S-E-T, then press #. Your phone restarts.

QUICK REFERENCE OF COMMON TASKS

PHONE OPERATION

Placing Calls Off and On Hook

Using the Speakerphone or a Headset	or
Using the Directory	
Speed Dialing	press and hold number / press custom key
Making a Conference Call	+ ext. + Confrn or Consit
Using the Intercom	+ ext. + Intcom
Redialing and Checking Missed Calls	+ selection
Paging	number provided by administrator

Answering Calls

lift handset or Answer or or

Sending a Call to Voice Mail	ToVM
Diverting a Call	+ ext. + Transf or Transf
Selecting a Ring Tone	+ password +
Adjusting the Volume	
Answering Call Waiting	call key
Picking Up the Night Bell	* 1 4

The Basics of Extension Monitoring

Interacting with Calls

Muting a Call	
Placing a Call On or Off Hold	
Transferring a Call	+ ext. + hang up
Joining Calls	Join
Parking / Unparking Calls	Pickup + ext./ UnPark + ext.
Silently Monitoring / Barging In	* 1 7 + ext./ * 1 6 + ext.
Changing Call Handling Mode and Forwarding	Mode

Changing Extension Assignment

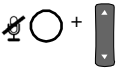
+ 7 3 1

Logging In and Out of Workgroups

+ password +

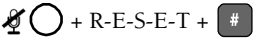
Toggling the Hunt Group Status

* 1 8

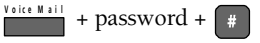
Adjusting the Display Contrast 

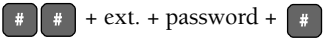
Troubleshooting

Viewing Phone Information

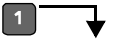
Rebooting Your Phone 

VOICEMAIL

Logging Into Main Menu 

Logging In from Another Extension 

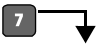
Logging In from an External Phone access number+ # +ext.+password+ #

Listening to and Interacting with New Messages 

- Replay the Message 1
- Save the Message 2
- Delete the Message 3
- Forward the Message 4
- Reply to the Message 5
- Hear the Envelope Information 6
- Move Back 7
- Pause 8
- Move Forward 9
- Continue to Next Message #

Sending Messages from Voice Mail 2

Listening to Saved Messages 3

Mailbox Options 

- Record Personal Greeting 1
- Choose Call Handling Mode 2
- Reassign Extension 3
- Set Your Password 4
- Disable or Enable Envelope Information 5
- Record Your Name 6
- Listen to Your Deleted Messages 7
- Remove Deleted Messages 8

Additional Options	9
Log Off	8
Return to Auto-Attendant	9
Hear Mailbox Status	#